

Automation

Service Name: Customer Account Manager and Project Management Support

1. Service Description: Fort Detrick DOIM provides full scope of Life-Cycle Management for Fort Detrick DOIM developed applications. These services include planning, acquisition, operation, maintenance, and replacement of IT assets and services. Fort Detrick DOIM can provide Project Management Support based on industry and government best practices. The services are reimbursable based on a requirements analysis and the terms of a written agreement (i.e. proposal) between Fort Detrick DOIM and the customer.

2. DOIM Responsibilities:

- a. Review IT purchase requests for configuration and standards compliance.
- b. Establish guidelines for the acquisition and life cycle replacement of all automation equipment.

3. Service Level Metrics: Metrics are tailored to project specifics.

4. Pricing/Billing Information: Support and projects are priced on a per proposal basis. Billing is tailored to project specifics.

5. Customer Responsibilities:

- a. Make requirements known to CAM.
- b. Request services and support by providing necessary request and or documentation.
- c. Receiver will alert the CAM as soon as possible on issues or problems that arise.
- d. Receiver will provide the supplier with appropriate pertinent information necessary.
- e. When requesting new IT purchases.

6. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: <http://doim.detrick.army.mil>. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: usagdoimhelpdesk@amedd.army.mil.